



**BUSINESS REFERENCE'S RESPONSE TO REFERENCE QUESTIONNAIRE FOR
 STATE OF NEVADA REQUEST FOR PROPOSAL (RFP) 1944
 TESTING SERVICES FOR COSMETOLOGY LICENSING**

PART A – TO BE COMPLETED BY PROPOSING VENDOR:

Company Name Submitting Proposal:	PSI Services LLC
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Reference is requested for vendor as identified above; or

Company Name acting as subcontractor for vendor identified above

PART B – BUSINESS REFERENCE INSTRUCTIONS	
1.	This Reference Questionnaire is being submitted to your organization for completion as a business reference for the company listed in Part A, above.
2.	<p>Business reference is requested to submit the completed Reference Questionnaire via email or facsimile to:</p> <p align="center"> State of Nevada, Purchasing Division Subject: RFP 1944 Attention: Susie Monegan Email: rfpdocs@purchasing.state.nv.us Fax: 775-684-0188 </p> <p>Please reference the RFP number in the subject line of the email or on the fax.</p>
3.	The completed Reference Questionnaire MUST be received no later than 4:30 PM PT <u>November 1, 2011</u>
4.	Do NOT return the Reference Questionnaire to the Proposer (Vendor).
5.	In addition to the Reference Questionnaire, the State may contact references by phone for further clarification, if necessary.
6.	Questions regarding the Reference Questionnaire or process should be directed to the individual identified on the RFP cover page.
7.	When contacting the State, please be sure to include the RFP number listed at the top of this page.
8.	We request all questions be answered. If an answer is not known please answer as "U/K". If the question is not applicable please answer as "N/A".
9.	If you need additional space to answer a question or provide a comment, please attach additional pages. If attaching additional pages, please place your company/organization name on each page and reference the RFP # noted at the top of this page.

CONFIDENTIAL INFORMATION WHEN COMPLETED (Please print)

Company Providing Reference:	Utah Division of Occupational and Professional Licensing
Contact Name:	Kent J Barnes, CPM
Title:	Senior Business Analyst
Contact Telephone Number:	(801) 530-6259
Contact Email Address:	KJBarnes@utah.gov

RATING SCALE:

Where a rating is requested and using the Rating Scale provided below, rate the following questions by noting the appropriate number for each item. Please provide any additional comments you feel would be helpful to the State regarding this contractor.

Category	Rating
Poor or Inadequate Performance	0
Below Average Performance	1 – 3
Average Performance	4 – 6
Above Average Performance	7 – 9
Excellent Performance	10

PART C – QUESTIONS:

1. In what capacity have you worked with this vendor in the past?	
I am the contract manager representing DOPL with the PSI contract. PSI currently administers about 100 different written and practical exams for over 60 license types. PSI exams for DOPL are being has 4 test centers in Utah as well as written exams being administered in test centers beyond the state boundaries.	
2. Rate the firm's knowledge and expertise.	RATING: 10
Comments: PSI has been instrumental in supporting DOPL's ever changing set of examinations. Additionally, PSI has been extremely supportive of DOPL's position that key tests are reviewed every 2 or 3 years. The experts that PSI has provide have guided DOPL in a full range of test development and administration services.	
3. Rate the vendor's flexibility relative to changes in the project scope and timelines.	RATING: 10
Comments: When PSI was awarded the initial contract they were faced with an extremely short conversion time frame due to a protest by an unsuccessful bidder. PSI demonstrated a commitment of both management and staff to meet the required time frame on the initial conversion and that willingness to meet DOPL's project scope and timing has been demonstrated time and time again.	
4. Did the vendor provide sufficient orientation and training in the use of their software?	RATING: 10
Comments: Yes, both on the initial conversion as well as a willingness to make suggested changes and improvements.	
5. Rate the dynamics/interaction between the vendor and your staff.	RATING: 10
Comments: Excellent. PSI's approach of allowing DOPL to work directly with PSI line personnel without having to communicate through the chain of command has allowed us to work directly with the individuals who have direct knowledge of the issues as well as the ability to work side by side with those individuals to resolve issues when needed. This has greatly improved the understanding of issues and working relationships on both sides.	
6. Rate your satisfaction with the products developed by the vendor.	RATING: 10
Comments: Products have always met the level of service expected and desired.	

7. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. <i>(This pertains to delays under the control of the vendor.)</i>	RATING: 10
Comments: See response #3.	
8. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions.	RATING: 10
Comments: With the ability to work directly with the staff members responsible for issues we have always had great communications and response on our issues.	
9. Rate the knowledge of the vendor's assigned staff and their ability to accomplish duties as contracted.	RATING: 9
Comments: With one exception we have found the entire staff knowledgeable and with the key skills to support all of our testing programs. PSI has recognized the issue with the one exception and is working with DOPL on a solution that meets the needs of both PSI and DOPL.	
10. Rate the accuracy and timeliness of the vendor's billing and/or invoices.	RATING: n/a
Comments: As the testing fees are paid by the candidate directly to PSI and PSI does NOT remit fees to DOPL this question does not fit our financial relationship with PSI.	
11. Rate the vendor's ability to quickly and thoroughly resolve a problem related to the services provided.	RATING: 10
Comments: See responses #8, #5 and #3.	
12. Rate the vendor's flexibility in meeting business requirements.	RATING: 10
Comments: See responses #9 and #3.	
13. Rate the likelihood of your company/organization recommending this vendor to others in the future.	RATING: 10
Comments: Excellent.	
14. With which aspect(s) of this vendor's services are you most satisfied?	
Comments: Support of DOPL testing requirements ranging from test development to test administration to providing statistical results on performance of candidates and PSI administration activities.	
15. With which aspect(s) of this vendor's services are you least satisfied?	
Comments: Call center/CSR wait times for candidates to reach a live body can be improved.	
16. Would you recommend this vendor to your organization again?	
Comments: Yes, in fact we are currently in the process of awarding PSI an extension to their contract as the current one expires on 12.31.2011.	

PART D – GENERAL INFORMATION:

1. During what time period did the vendor provide these services for your organization?				
Month/Year:	January 2007	TO:	Month/Year:	Current